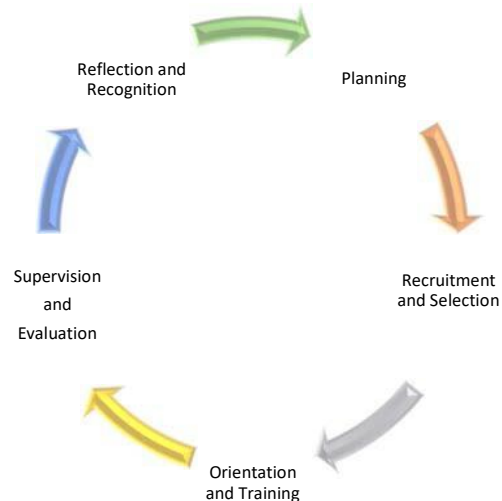




MEMBER MANAGEMENT CYCLE High Quality



PLANNING – essential for the success of any member program and involves:

- obtaining buy-in
- designing and writing member position descriptions
- creating application and selection forms
- developing applicable policies and procedures
- educating others in the organization and partners about involving members

When you take care of these planning items, a solid foundation exists to support your member program.

RECRUITMENT AND SELECTION – Be creative! Brainstorm the who, why, where, when and how. What would the ideal corps look like? Why would they be interested in your member opportunities? Where and when can you reach these people? What message will encourage potential members to serve in your program?

SUPPORT

- ✓ **Orientation and Training** – give general information about your organization, national service, position specific skills, and the information about the member position, provide year- long training around position specific, leadership, diversity, citizenship, and life after AmeriCorps. Orientation and training help your members feel confident and prepared. You also decrease the chances of problems occurring by helping members know what is to be expected.
- ✓ **Supervision and Evaluation** – You and the member need to know that he or she is fulfilling their role effectively. Regular evaluation provides you and the member time to assess the placement and any needed changes that could improve the member's satisfaction or performance.
- ✓ **Reflection and Recognition** – happens in an informal way every time a “thank you” is said. Formally, members are thanked through celebrations and recognition events planned in their honor. It is important that the thank you fits the member; you need to know your members, so that they can be thanked in a way that leaves them feeling truly recognized.

Principles: On-Boarding

<input type="checkbox"/>	Has a process in place to keep members informed of program information between the time of acceptance and start date
<input type="checkbox"/>	Has developed and distributed a welcome packet to all accepted applicants
<input type="checkbox"/>	Provides information about area where members are serving including housing, free/cheap/affordable eats and activities
<input type="checkbox"/>	Provides information about government benefits that members may be accessing and effect member status has on those benefits
<input type="checkbox"/>	Finds ways to connect members prior to arrival at program
<input type="checkbox"/>	Ensures systems are in place to receive and respond to questions members may have prior to program start
<input type="checkbox"/>	Has systems and processes in place to ensure all paperwork and documentation required prior to and at start date are understood, submitted and completed accurately
<input type="checkbox"/>	Ensures all stakeholders, including program, organization, and site staff are prepared and oriented prior to member and program start
<input type="checkbox"/>	Provides a venue for members talk with one another prior to start date.

Notes:

Principles: PLANNING	
<input type="checkbox"/>	Stakeholders had a part in the program and grant development and buy-in to the vision, mission, activities, and goals of the program.
<input type="checkbox"/>	Clear vision for the program and members that is understood by all.
<input type="checkbox"/>	Member projects are in alignment with the legal applicant and site partners' vision, mission, and goals.
<input type="checkbox"/>	Clear leader who is seen as having the responsibility for supporting and managing the program.
<input type="checkbox"/>	Organization budgets money for projects that utilize members.
<input type="checkbox"/>	Top management demonstrates support of AmeriCorps program in tangible ways.
<input type="checkbox"/>	Organization and site staff are knowledgeable about member projects and roles and see members as assets.
<input type="checkbox"/>	Implements strategies to promote positive staff/member relationships.
<input type="checkbox"/>	Develops all systems and tools that will support program, including but not limited to: application, timesheets, interview forms, file checklist, mid and end of term evaluation, contract, handbook, criminal background process, welcome packet, etc.
<input type="checkbox"/>	Offers alternative formats and languages, if applicable, of all program materials representative of the community in which they serve.
<input type="checkbox"/>	Program has clear, firm policy statements about their commitment to inclusiveness, including written statements from program's leadership, which are endorsed by the stakeholders.
<input type="checkbox"/>	Program identifies and removes potential barriers to active involvement of people with disabilities and provides reasonable accommodations as necessary.
<input type="checkbox"/>	Program regularly assesses strengths and gaps/challenges of AmeriCorps program, seeking feedback from members and sites on a yearly basis and using feedback to make programmatic improvements.

Notes:

**Principles:
RECRUITMENT**

<input type="checkbox"/>	Written description of the qualities of an "ideal corps" based on community served, identified needs, program goals, and program activities.
<input type="checkbox"/>	Written list of benefits members receive as a part of serving within organization.
<input type="checkbox"/>	Written member position descriptions developed in conjunction with stakeholders that detail essential and marginal functions, time, workload commitment, supervisor, and site.
<input type="checkbox"/>	Written, strategic, innovative year-long recruitment plan, developed with stakeholders - includes various methods (including the national service database), timeline, numeric goals, and staff responsibilities.
<input type="checkbox"/>	Enlists champions who can support program with recruitment.
<input type="checkbox"/>	Conducts targeted recruitment and marketing based upon "type" of member desired.
<input type="checkbox"/>	Has strong publicity, public relations, and marketing campaigns to build a positive image of the program within the community(ies).
<input type="checkbox"/>	Program actively recruits individuals with disabilities.
<input type="checkbox"/>	Provides incentives to members who bring in applicants.
<input type="checkbox"/>	Gets feedback from members on how they heard about the program and how they think others can learn about the program.

Notes:

Principles: **SELECTION**

<input type="checkbox"/>	Provides opportunities for interested applicants to learn about the program and organization first hand.
<input type="checkbox"/>	Organization is prepared to accept ongoing applications and is welcoming and responsive to all prospective applicants.
<input type="checkbox"/>	Selects a diverse pool of members that reflect the communities in which they serve.
<input type="checkbox"/>	Member application elicits enough information to determine whether the prospective member is appropriate for organization.
<input type="checkbox"/>	Selection process thoroughly assesses volunteer background, skills, accomplishments, motivation, goals, and commitment.
<input type="checkbox"/>	Selection process involves a diversity of participants that have a stake in the program.
<input type="checkbox"/>	Matches members to appropriate positions and sites, ensuring reasonable accommodations are adhered to.
<input type="checkbox"/>	Gets feedback from partners and other stakeholders on effectiveness of selection process.

Notes:

Principles: **ORIENTATION and TRAINING - PLANNING**

<input type="checkbox"/>	Written list of skills and knowledge members need to do their service.
<input type="checkbox"/>	Conducts training assessments with members and sites to determine training needs and wants.
<input type="checkbox"/>	Incorporates different methodologies to train and support members, addressing the different generations that serve in the program and how they prefer to take in information.
<input type="checkbox"/>	Has a year-long training and development plan, developed in conjunction with program stakeholders.
<input type="checkbox"/>	Builds partnerships with other national service programs to expand training opportunities and resources.
<input type="checkbox"/>	Develops relationships with alums, area organizations and groups that can provide free and/or reduced trainings.
<input type="checkbox"/>	Assesses training effectiveness and makes modifications as needed.

Notes:

Principles:
ORIENTATION

<input type="checkbox"/>	Carries out member pre-service orientation, developed in conjunction with stakeholders, which prepares members for the beginning of their service and to carry out their responsibilities.
<input type="checkbox"/>	Trains Members on position specific training that help prepare members for what they are going to be doing on a day to day basis.
<input type="checkbox"/>	Builds teams among members.
<input type="checkbox"/>	Ensures members understand their position descriptions, prohibited activities, and responsibilities (includes forms, documentation, member contract, etc.).
<input type="checkbox"/>	Provides members with an understanding of the larger national service movement and AmeriCorps.
<input type="checkbox"/>	Creates a common understanding of the program vision.
<input type="checkbox"/>	Exposes members to the results expected i.e. performance measures.
<input type="checkbox"/>	Trains participants to support successful entry and navigation within organizations and communities.
<input type="checkbox"/>	Provides members with information on overall organization, sites, supervisors, and communities served

Notes:

Principles: **TRAINING**

<input type="checkbox"/>	Provides ongoing opportunities to train participants throughout the year.
<input type="checkbox"/>	Provides ongoing position specific training to members that help them strengthen their ability to carry out their day-to-day activities.
<input type="checkbox"/>	Creates opportunities for members to learn about the National Service movement and participate in national service days and activities with others streams of service programs, if available.
<input type="checkbox"/>	Effectively trains members to support the recruitment and management of volunteers, as applicable to program design.
<input type="checkbox"/>	Fosters positive attitudes with members regarding the value of lifelong civic engagement and service for the common good.
<input type="checkbox"/>	Provides training to members that raises their competencies around diversity/cultural competency/inclusion.
<input type="checkbox"/>	Provides year-long training to members around Life After AmeriCorps.
<input type="checkbox"/>	Trains members on topics such as working in teams, leadership, conflict resolution, compassion fatigue, etc.
<input type="checkbox"/>	Training is also seen as an opportunity to pull members together, to provide time for socialization, and to remind them about the larger team and the bigger picture of what they are doing.

Notes:

Principles: SUPERVISION, COMMUNICATION, and EVALUATION

<input type="checkbox"/>	Has a member agreement that clearly outlines expectations, agreements, and consequences, signed by member and organization point of contact.
<input type="checkbox"/>	Provides each member with an organization point of contact that provides supervision and support.
<input type="checkbox"/>	Written member support and evaluation plan, developed with stakeholders, that includes mid and end of term formal feedback as well as ongoing informal feedback.
<input type="checkbox"/>	Works with sites to determine the optimal supervision plan that includes on-site and program supported supervision.
<input type="checkbox"/>	Regularly provides both 1-1 and group supervision.
<input type="checkbox"/>	Creates a site supervisor training that provides on-site supervisors the tools needed to support members.
<input type="checkbox"/>	Communicates regularly and equally with all members and sites – not just when something is needed.
<input type="checkbox"/>	Uses social media tools to communicate with and support members throughout the year.
<input type="checkbox"/>	Regularly provides opportunities to get to know members and sites so relationships and trust are strengthened over time.
<input type="checkbox"/>	Offers members opportunities to support one another i.e. member support teams, informal brown bag lunches, etc.
<input type="checkbox"/>	Regularly seeks input and feedback from members on program, sites, etc.

Notes:

Principles: **RECOGNITION** and **REFLECTION**

<input type="checkbox"/>	Carries out a written plan to formally internally and externally recognize members for their accomplishments and community impact.
<input type="checkbox"/>	Incorporates strategies that allow members to explore the impact of their experience, service and the larger role they play in making a difference beyond the AmeriCorps year.
<input type="checkbox"/>	Allows for reflection opportunities to celebrate and document member accomplishments and experiences and to examine the larger impact of their service.
<input type="checkbox"/>	Provides documentation to members that demonstrate their impact on communities served.
<input type="checkbox"/>	Implements informal means to say thank you throughout the year.
<input type="checkbox"/>	Recognizes members on special occasions i.e. birthdays, holidays, etc.

Notes: